

MINUTES

Coordinated Human Services Transportation Planning (CHSTP) Committee

June 24, 2009

11:30 am – 1:30 pm

Library Room

Five County Association of Governments

1070 West 1600 South, Bldg B, St George UT

MEMBERS IN ATTENDANCE

Pam McMullin
Donna Chynoweth
Christine Holliday
Carl Mangum
Ryan Marshall
Susan Johnson
Beth Cottam
Ed Rogers

REPRESENTING

Beaver Co. Senior Citizens Center
Garfield Co. Senior Citizens Center
Washington Co. Senior Citizens Center
Southwest Behavioral Center
Sun Tran, City of St George
Turn Community, St George
Five County Association of Governments
Dixie Applied Technology College

OTHERS IN ATTENDANCE

Vince McFadden
Kara Coop
Doni Pack
Curt Hutchings

Washington Co. Senior Citizens Center
Dixie Care and Share
Five County Association of Governments
Five County Association of Governments

CONFERENCE CALL ATTENDANCE

Connie Lloyd
Misty Matheson
Launi Schmutz
Mary Guy-Sell

Iron County Senior Citizen Center
Cedar Area Transportation System
Washington Co. School District
Utah Department of Transportation

MEMBERS ABSENT

Jim Starks
William Campbell
Fayann Christensen

Red Rock Center for Independence
Department of Workforce Services
Kane Co. Senior Citizens Center

I. WELCOME AND INTRODUCTIONS

The meeting was called to order at 11:40 am by Chair Pam McMullin. A quorum was not immediately present. Four individuals were attending the meeting via telephone conference call but could not be counted toward a quorum and were unable to participate in voting. Ms. Beth Cottam was able to break away from a concurrent meeting and join the Committee, creating a quorum. She introduced a guest, Ms. Kara Coop, who is Director of the Dixie Care and Share. The quorum then took the following actions:

II. APPROVAL OF MINUTES

**A motion was made by Mr. Ryan Marshall, seconded by Ms. Susan Johnson, to approve the Minutes of the February 25, 2009 and April 29, 2009 and April 30, 2009 Coordinated Human Services Transportation Planning Committee meetings.
MOTION CARRIED UNANIMOUSLY.**

III. NEW COMMITTEE MEMBERS

**A motion was made by Mr. Ryan Marshall, seconded by Ms. Donna Chynoweth, to accept as new members of the Coordinated Human Services Transportation Planning Committee Mr. Ed Rogers and Ms. Launi Schmutz.
MOTION CARRIED UNANIMOUSLY.**

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IV. ELECTRONIC MEETINGS RESOLUTION

**A motion was made by Mr. Ryan Marshall, seconded by Mr. Carl Mangum, to allow the use of electronic devices to facilitate participation in meetings as per 'Resolution No. R-2009-1 Coordinated Human Services Transportation Planning Committee Procedures for Electronic Meetings'.
MOTION CARRIED UNANIMOUSLY.**

V. MEMBER REPORTS

Each Committee member was invited to take 5-10 minutes to share what their service agency provides so that all Members can be better informed.

- Beth Cottam, Five County Association of Governments

Ms. Cottam is the Director of Human Services Programming for the Five County Association of Governments (FCAOG). She manages numerous funding contracts for

human services programs in the Five County area, including Community Services Block Grants and Social Services Block Grants. With federal stimulus monies she is hiring a new staff member to run a case management program. The focus of the program is to assist those in need find resources to prepare that person for employment, including transportation needs. Ms. Cottam is bringing online a management database system for use by all the contracted programs. She is also focused on providing to the Five County community an updated Human Services Resources Manual.

Ms. Kara Coop came to the meeting at the invitation of Ms. Cottam. She is the Director of the Dixie Care and Share. People who utilize the Care and Share services often have transportation needs

- Curt Hutchings, Five County Association of Governments

The Five County Association of Governments (FCAOG) was founded in 1972 and incorporates 11 million acres. It is a regional association of town, city, and county governments tasked to support economic development and provide human services. It is directed by a Steering Committee. All transportation projects in the Five County area fall under the umbrella of the FCAOG.

The Coordinated Human Services Transportation Planning (CHSTP) Committee is responsible for the planning of and preparing for the transportation needs of low-income, senior, and disabled individuals throughout the Five County area. The FCAOG transportation staff developed a long range coordinated human services transportation plan and established the CHSTP committee.

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The FCAOG has also established a Metropolitan Planning Organization (Dixie MPO) and a Rural Planning Organization (Eastern Washington County RPO). Both organizations are responsible for transportation planning within their jurisdictions.

- Vince McFadden, Washington County Council on Aging (COA)

Vince McFadden is in charge of transportation for the Washington County Council on Aging, under Director Christine Holliday. There are three Senior Centers in the County – in Enterprise, Hurricane, and St George. Their primary focus is providing nutrition; and secondly, transportation. There is no charge for the Senior transportation services. Mr. McFadden handed out an outline of Washington County COA services.

Mr. McFadden said that the Washington County Commission has been good about providing match monies for the Washington County programs, and the Seniors

donate generously. The Seniors use the travel services mostly for medical appointments and shopping, including purchase of medications.

Ms. Holliday arrived at 12:15 and reiterated what Mr. McFadden shared.

- Ed Rogers, Director of Student Services, Dixie Applied Technology College

The Dixie Applied Technology College (DXATC) offers six certificate programs as well as short term intensive training. Students of the College are consumers of transportation services. Some students are sponsored by the Vocational Rehabilitation program.

The College has diesel engine technology training, and students in that program could be a resource in the future to help with vehicle maintenance.

Some local transportation providers have their vehicles maintained by local garages where the mechanics may not have training in working on buses - fixing lifts, maintaining air conditioning, etc. Mr. Marshall shared information regarding State Intermountain Transit Career Ladder Inc. (ITCLI) gap training grants available to train mechanics to learn these skills. It might be good to apply for a grant and hold a bus training locally. DXATC is developing a Jobs Now training center that could sponsor such a training. Mr. Rogers would be willing to coordinate an ITCLI maintenance training at DXATC.

- Donna Chynoweth, Garfield County Council on Aging

Ms. Chynoweth is in charge of the Garfield County Care & Share and Senior Center. Transportation plays a large role in the Senior services. Most transportation is to deliver Seniors to medical appointments in Cedar City and Richfield. Other trips are for recreational purposes. The Seniors are good about donating. The transportation vehicles in Panguitch are also being used to deliver meals because the Panguitch Center has only one Meals-on-Wheels truck.

One problem they are having with their new buses purchased in December 2008 is that the heaters don't work well. Mr. Marshall and Mr. McFadden made suggestions for repair resources, i.e. UDOT or UDOT referred mechanics. Mr. McFadden illustrated some of the challenges of bus maintenance.

Mr. Hutchings offered to make some phone calls to assist Ms. Chynoweth with this problem.

- Carl Mangum, Southwest Utah Behavioral Health Center

The Southwest Utah Behavioral Health Center serves the mental health needs of the Five County area. They do not provide transportation services, but have to arrange transport for certain clients. Many of their clients are lower income and rely on public transportation to travel. Mr. Mangum is interested in any resources or planning that can provide more community transportation for his clientele.

- Susan Johnson, Turn Community Services

Turn Community Services is a non-profit agency that provides services to the disabled, including transportation to medical services, housing (including group homes), day centers, homemaker services, and employment training. They network with mental health agencies, senior centers, and bus systems although they have their own vehicles. The organization is statewide, but in St George Turn Community assists 70 individuals and own 7 vehicles.

Most Turn Community clients have developmental disabilities. Many are unable to use public transport services due to their disabilities. Turn is very interested in a Ride Along program that could provide funds for staff to accompany clients on the buses.

Most Turn Community funding is from Federal and State Medicaid monies with some donations and grants. They can provide fee-for-services. Ms. Johnson provided a handout for meeting attendees.

- Ryan Marshall, St George SunTran System

The City of St George SunTran transit system operates four, 30 foot fixed route buses (seating 30 and 3 wheelchairs) plus four smaller buses (seating 18-23 and 2-3 wheelchairs) to serve the paratransit program. Individuals who qualify for paratransit service receive curb to curb transportation. Only those who live within $\frac{3}{4}$'s of a mile from the four fixed routes and schedule at least 24 hours in advance can receive paratransit services.

SunTran's local funding match is through the City of St George infrastructure tax. As a small urbanized area within the Dixie Metropolitan Planning Organization (DMPO) SunTran receives Federal Transit Administration (FTA) 5307 grants. Yearly FTA 5309 funding is also available for capital expenses.

SunTran provides approximately 29,000 rides per month, with about 300 per week being paratransit. Costs are \$1 per ride for regular passengers, and \$2 for

paratransit passengers, with various cost discounts and options available. Operating hours are 6:30am to 8:30-9:00pm, allowing for evening travel.

Ms. McMullin asked if agencies utilizing FTA 5310 funds for Senior transportation can let those who are disabled or who receive Medicaid funds ride with the Senior Citizens. If so, can the disabled be charged? Mr. McFadden answered that those non-seniors can ride when there is room after boarding seniors. Passengers with disabilities under 19 years of age are excluded because they should be using school buses. Some Committee members have additional questions on this subject.

Mr. Marshall updated the Committee on developing transportation projects in the area, such as a Bus Rapid Transit (BRT) feasibility study contracted out by the DMPO that would connect St George City and Hurricane City, possibly using a dedicated lane. Also, Ivins City and Washington City are exploring transit contracts with SunTran. There are other FTA funds available, Job Access Reverse Commute (JARC) and New Freedom, that could assist employees and disabled with transportation needs.

Mr. Marshall noticed the overlap that exists between the different local service agencies and the real possibilities of sharing transportation resources.

- Pam McMullin, Beaver County Council on Aging

Ms. McMullin operates the Beaver, Minersville, and Milford Senior Centers and provides some transportation. The Centers send out 145 meals daily under the Meals-on-Wheels program. The transportation portion of Senior services is increasing, and they have added shopping trips along with medical visits to Cedar City. The Seniors travel between the different Centers for social events as well as meals. They have 3 buses. The Beaver County Commissioners are very supportive.

Ms. McMullin also shared general transportation information for Beaver County. There are about 200 employees who travel out to the Wind Farm area daily, 50-80 to the geothermal plants, 150 out to the Western Union Copper Mine, and around 500 to the Circle 4 Farms. Some employees travel from as far away as Hurricane. Mr. Hutchings suggested there might be an opportunity for using JARC funds (FTA 5316) to establish transportation services in that area.

- Connie Lloyd, Iron County Council on Aging

Ms. Lloyd supervises two Senior Centers, in Parowan and Cedar City. Wednesday is their designated shopping day. Transportation is also provided during the week to access services such as the post office, hair salons and medical appointments. Seniors are encouraged to ride the buses especially during the winter.

The Iron County COA contract a driver from Kanarraville to drive a van into Cedar City weekly for shopping and a meal. They also contract a driver to take a bus from Beryl to Enterprise and deliver meals on the return to Beryl. They have 6 vehicles. They use dealers for repairs on the vans, the school district for the bus lifts, and local shops for air conditioning and other repairs.

Ms. Lloyd meets quarterly with the County Commissioners. She is already over budget on maintenance.

VI. LUNCH

- Mary Guy-Sell, Utah Department of Transportation, Public Transit Team

During lunch, Ms. Mary Guy-Sell from the Utah Department of Transportation (UDOT), reviewed a number of projects and programs offered by UDOT related to public transportation and transportation management.

Funding opportunities include FTA grants #5310, #5311, #5316, and #5317, processed through the UDOT Public Transit Team.

Mobility management projects such as the DMPO Coordinated Transportation Implementation Tool are being undertaken in many areas of the State. The types of projects vary and each can learn from another.

The Public Transit Team is currently working directly with the Utah Transit Authority (UTA). They are looking at coordinating maintenance, improving paratransit and dispatch, providing additional driver training, covering insurance needs, and fuel procurement.

Deviated or flexible fixed bus routes are a consideration. This is a hybrid between paratransit and fixed route services. Buses can deviate $\frac{3}{4}$'s of a mile from their route in order to pick up a paratransit client.

Travel training is another tool that can improve transportation opportunities where seniors and peoples with disabilities are mentored by a 'bus buddy' until the rider is comfortable travelling alone. UTA is looking at creating a training program.

Mr. Marshall asked Ms. Guy-Sell who typically provides travel training. Some states use volunteers. The American Association of Retired Persons (AARP) has provided Senior Citizens. UTA is looking at hiring an outside consultant which would provide the personnel.

Ms. Guy-Sell presented examples to the Committee of the use of private transportation providers to improve mobility management in an area.

The first example is to hire a transportation brokerage company to provide centralized dispatch services. The company can provide drivers and vehicles or utilize agency provided drivers and vehicles. There is a transportation brokerage company in the St George area called *American Logistics*.

The second example is a program that provides \$5 - \$10 vouchers to individuals who can use the vouchers to obtain transportation from either a private transporter or a personal source such as family or friends.

One transportation project being conducted on the State level is a survey to create an online transportation services database. The survey is to be taken by any agency that provides transportation or whose clients utilize transportation. The goal of the survey project is to learn the resources already available in each area (How many vehicles are out there, what kind, how are they being used?). The survey also identifies the funding mechanisms that support these resources.

With this information it is possible to identify coordination opportunities. The survey has already been conducted along the Wasatch Front and has been utilized to benefit coordinated transportation in that area. Eventually UDOT will create an online Transit Resource Guide identifying all transportation resources by county.

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The TravelWise program is a program UDOT provides directly to the public. Its purpose is to ascertain, then provide, multiple transportation options to the public. The options include self propelled (pedestrian, biking) transportation and other alternatives to single occupancy vehicle travel. The main program focus is on commuter travel and reducing traffic congestion.

VII. COORDINATED TRANSPORTATION IMPLEMENTATION TOOL

Mr. Hutchings addressed the Committee concerning the DMPO Coordinated Transportation Implementation (CTI) Tool project currently in process. The contract for the study includes a soft match to be met. Coordinated Human Services Transportation Planning (CHSTP) Committee members contribute their time to the project by attending meetings. Mr. Hutchings has already received letters from Committee members indicating the monetary value of their time and also their commitment to donate a certain number of hours toward the project.

At this point, the project is behind on soft match hours. Mr. Hutchings has obtained permission from UDOT to use the value of time of members of the larger stakeholders group. Value of time includes salary, benefits, agency overhead costs, and travel costs. Mr. Marshall shared that it is common to calculate 60% of salary to determine the monetary value of benefits. Committee members suggested they re-do their letters to more accurately reflect their value of time.

Mr. Hutchings fully supported correcting the letters, but stated that even with those changes, more soft match needs to be generated. Mr. Hutchings invited the Committee members to discuss how to make up the difference. Some ideas Mr. Hutchings has formulated include: 1) a field trip to visit possible JARC routes and to visually review the condition of SunTran bus stops; and 2) participation by Committee members in the online transportation services survey mentioned earlier by Ms. Guy-Sell. Mr. Hutchings asked for other suggestions of activities that would be directly related to the CTI Tool project.

Qualifying activities to this date include previous Committee meetings that dealt with the project, interviews by CTI Tool project consultants with transportation services providers/users, attendance at the initial CTI Tool kick-off meeting and the follow-up charrette meeting.

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Mr. Rogers suggested building on the brief reports given at the meeting today by visiting CHSTP Committee service provider facilities as part of a field trip. Committee members were very supportive of idea of field trips. All site visits need to be within the DMPO boundary, however. Ms. Guy-Sell suggested visiting the American Logistics office to observe how they manage transportation dispatch. Mr. Rogers added that travelling the main DMPO transportation corridors would help members to better understand the local system. It was decided to set up a couple of four hour field trips.

Mr. Marshall suggested we could ride the SunTran system and get off at stops near service agencies. Ms. Johnson has access to a 15 person van that could be used. Ms. Schmutz might be able to procure and drive a school bus to areas that SunTran doesn't reach such as the WalMart Distribution Center, which could be a JARC project destination. Mr. Hutchings and Mr. Marshall will work together to put together the first field trip.

Mr. Marshall said the survey is a good idea. Ms. Guy-Sell explained that gathering all the information needed to complete the survey could take 1-2 hours for the transportation providers. Those who don't provide transportation but have clients that utilize such will only need about 15 minutes.

Mr. Hutchings outlined the actual soft match hours already accrued, and estimates of hours that could be spent by doing the survey, taking field trips, reviewing the draft Implementation Tool, and attendance at the final meeting. It will take participation by everyone to achieve the total required.

When members receive the draft CTI Tool before the next project meeting, Mr. Hutchings requested they spend all the time required to review the draft and be prepared to make comments at the project meeting. The Committee wants to be sure the consultants are supplying what the Committee wants and needs. Reviewing the Tool could take an hour or two.

Mr. Hutchings then reviewed the actions the Committee had suggested: 1) to update value of time letters; 2) complete the UDOT online transportation survey; and 3) to schedule and participate in one to two field trips to CHSTP member agencies. Mr. Hutchings asked Committee members to complete the online survey by July 16, 2009. The FCAOG staff will follow up on the survey and field trip set-ups, then contact members.

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IX. ADJOURN

This meeting was adjourned at 2:00 pm. A meeting was scheduled for April 16, 2009 from 12:00 to 2:00 to review the draft Coordinated Transportation Implementation Tool. A lunch will be served and the meeting is to be held in the downstairs conference room of the Washington County Administration Building.